

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 730
STANDARDS OF SERVICE FOR LOCAL EXCHANGE
TELECOMMUNICATIONS CARRIERS

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81 AUTHORITY: Implementing Sections 8-301 and authorized by Section 10-101 of
82 the Public Utilities Act [220 ILCS 5/8-301 and 10-101].
83

84 SOURCE: Filed November 6, 1970; amended at 7 Ill. Reg. 2147, effective February
85 4, 1983; codified at 8 Ill. Reg. 12191; Part repealed and new Part adopted at 15 Ill.
86 Reg. 16060, effective November 1, 1991; amended at 24 Ill Reg. 13861, effective
87 September 1, 2000.
88

SUBPART A: GENERAL

Section 730.100 Application of Part

This Part shall apply to all local exchange carriers offering or providing either competitive or noncompetitive telecommunications services as defined in Sections 13-209 and 13-210 of the Universal Telephone Service Protection Law of 1985 ("Law") [220 ILCS 5/13-209, 13-210]. Unless specifically noted otherwise, this Part shall only apply to the relationship between a serving local exchange carrier and its end user. This Part shall not apply to the relationship between a serving local exchange carrier that provides wholesale facilities or services to another serving local exchange carrier for provisioning of services to its retail end user customers.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.105 Definitions

As used in this Part, the following terms shall have these definitions:

"Abandoned call" means a call that has been offered to a communications network or telephone system that was terminated by the person originating the call before it was answered by the entity being called.

"Access line" means the connecting facility between a customer's premises network interface device and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service. This includes the network interface or equivalent, the outside plant facilities, the office frame and frame wiring and the office line termination.

"Analog" means a continuous electrical signal that carries information by means of variations in its amplitude or frequency. The electrical signal being transmitted varies in direct relation to the signal generated by the source.

"Answer time" means a measurement in seconds from the point the carrier's telephone system receives the call until the call is answered by the carrier's representative or voice response unit and ready to accept information. In the case when the carrier uses a menu-driven system, the measurement begins once the menu-based system has transferred the customer into the carrier's telephone system until the call is answered by the carrier's representative.

133 “Application” means a verbal or written request for a
134 telecommunications service. May also be referred to as “receipt of an
135 order.”

136
137 “Appointment” means an arrangement made by a telecommunications
138 carrier to meet a customer within an agreed four (4) hour window at
139 the customer’s premises to perform work on the network.

140
141 “Assistance calls” means calls in which the operator provides
142 assistance or instructions to the customer. Examples: rate quotes,
143 credit requests, trouble reports, dial assistance, and dialing
144 instructions.

145
146 “Basic local exchange service” means residential and business
147 lines used for local exchange telecommunications service as
148 defined in Section 13-204 of the [Public Utilities Act](#), excluding:

149 (A) services that employ advanced
150 telecommunications capability as defined in Section
151 706(c)(1) of the federal Telecommunications Act of
152 1996;

153 (B) vertical services;

154 (C) company official lines; and

155 (D) records work only.

156
157 “Basic local exchange service installation” means the installation of
158 basic local exchange service whereby the physical connecting and
159 diagnostic testing of a local loop results in the provisioning of dial tone
160 to the requesting customer’s network interface device. [It includes](#)
161 [move orders and orders for additional lines.](#)

162
163 “Business office” means those offices of the company where calls are
164 answered and made. A business office typically employs company
165 representatives to assist customers for order entry and lookup on
166 customers’ orders and account records through the use of a
167 computerized system. “Busy hour” means the two consecutive half-
168 hours each day during which the greatest volume of traffic is handled
169 in the central office.

170
171
172 “Busy tone” means an audible signal indicating a call cannot be
173 completed because the called access line is busy. The tone is applied
174 60 times per minute.

175
176 “Call data” means the recorded information necessary to measure
177 and bill each call.

179 “Calls” means customers’ messages attempted.

180
181 “Central office” means the site where switching equipment is located.
182 A local central office, also called an end office, is the switching office
183 where individual subscriber’s access lines appear. It houses the
184 equipment that receives calls transmitted on the local loop and routes
185 the call over the switched network either directly to the person called,
186 if the call is placed to a location served by the same local central
187 office, or to another central office, if the call is placed to a customer
188 served by a different central office. Each central office serves local
189 loops in an exclusive geographic area.

190
191 “Certificate of service authority” means the authorization by the Illinois
192 Commerce Commission (“Commission”) granting a local exchange
193 carrier the right to provide telecommunications services within a
194 specified geographical area.

195
196 “Channel” means a single path between two or more points provided
197 for transport of user information and/or signaling for a
198 communications service.

199
200 “Commission” is defined as the Illinois Commerce Commission.

201
202 “Connecting company” means a corporation, association, partnership
203 or individual (other than a company affiliated interest) that owns or
204 operates central offices or similar switching facilities and interchanges
205 traffic directly or indirectly with the local exchange carriers.

206
207 “Customer” means any person, building owner, firm, partnership,
208 corporation, municipality, cooperative, organization, governmental
209 agency, etc., provided with local exchange carrier telecommunications
210 services as defined in Section 13-204 of the Law [220 ILCS 5/13-204].
211 “Customer” may also be referred to as “end user.”

212
213 “Customer premises equipment” or “CPE” means equipment
214 employed on the premises of a person (other than a carrier) to
215 originate, route, or terminate telecommunications. Customer
216 premises equipment includes customer premises wire.

217
218 “Customer premises wire” means any wire, including interface
219 equipment, on the customer side of the network interface or
220 equivalent.

221
222 “Customer trouble report” means any verbal or written report relating
223 to difficulty or dissatisfaction with the operation of regulated
224 telecommunications services. One report shall be counted for a verbal

or written report received. When several items are reported by one customer at the same time, and the group of troubles so reported is clearly related to a common cause, they are counted as one report.

“dBrnc” means a measure of the interfering effect of noise.

“Decibel” or “dB” means a standard unit used for expressing a transmission signal gain or loss.

“Dial tone” means an audible tone sent from an automatic switching system to a customer to indicate the equipment is ready to receive dial signals.

“Dial tone first” means coin telephone service that allows a customer to obtain a dial tone before money is deposited into the coin telephone.

“Digital” means a signal which carries information by discrete changes in its parameters. For digital transmission of analog information, the incoming voice, data, or video signals are sampled periodically and digitally coded for transport through the network.

“Direct Distance Dialing” or “DDD” means the automatic establishment of toll calls in response to signals from the dialing device of the originating customer.

“Distributing system” means that part of the outside cable plant connecting the central office to the customer network interface at the customer’s premises.

“Emergency situation” means a single event that causes an interruption of service or installations affecting end users of a local exchange carrier. The emergency situation shall begin with the first end user whose service is interrupted by the single event, and shall end with the restoration of the service of all affected end users.

The term single event shall include:

- (A) a declaration made by the applicable state or federal governmental agency that the area served by the local exchange carrier is either a state or federal disaster area; or
- (B) an act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier; or
- (C) a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood

or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

The term “emergency situation” shall not include:

- (1) a single event caused by high temperature conditions alone; or
- (2) a single event caused by acts or omissions of the local exchange carrier, its agents, employees or contractors; or
- (3) any service interruption that occur during a single event listed in subsections (A through C) above, but are not caused by those single events; or
- (4) a single event that the local exchange carrier could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall a local exchange carrier be required to undertake precautions which are technically infeasible or economically prohibitive.

“End user” means any person, building owner, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with local exchange carrier telecommunications services for consumption, not for resale, as defined in Section 13-204 of the Law [220 ILCS 5/13-204]. “End user” may also be referred to as “customer.”

“Exchange area” means a unit established by a local exchange carrier and approved by the Commission for the administration of telecommunications service in a specified geographical area. It may consist of one or more central offices together with associated plant used in furnishing telecommunications services in that area. Exchange areas are identified on exchange boundary maps on file with the Commission.

“Foreign exchange service” means a classification of exchange services whereby customers may be provided a telecommunications service from a local exchange other than the one from which they would normally be served.

“Information call” means a call in which a customer will be connected to an information bureau by dialing the proper service code or number and will be given the directory number of the customer whom he desires to call, provided that the customer’s number to be called is or will be published or listed in the information records. An “information call” is also referred to as directory assistance.

“Inside wire” means the same as “customer premises wire” defined above.

“Installation trouble report” means any network trouble report filed within seven (7) days after the completion of a basic local exchange service installation on the same line.

“Intercept service” means a service arrangement provided by the local exchange carrier whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party given such information as the called telephone number has been disconnected, discontinued, or changed to another number, or that calls are being received by another telecommunications line.

“InterMSA” means those calls originating in one Market Service Area (MSA) but terminating in another MSA. See Section 13-208 of the Public Utilities Act [220 ILCS 5/13-208].

“Interoffice trunk” means a communication path between two central offices.

“Line” means the conductor or conductors, supporting circuit equipment, and structures extending between customer network interfaces and central offices, or between central offices, whether they be in the same or different communities.

“Local exchange carrier” means a telecommunications carrier certificated by the Commission to provide intra-exchange and/or inter-exchange service within the same MSA.

“Local exchange service” means the same as “local exchange telecommunications service” as defined in Section 13-204 of the Law.

“Local exchange service area” means the area where telecommunications service is furnished to customers under a specific schedule of rates and without toll charges. A local exchange service area may include one or more exchange areas or portions of exchange areas.

“Local message” means a completed call between customers served by the same central office or between customers served by two different central offices as defined by and in accordance with tariffs.

361 “Local loop” means a channel between a customer’s network
362 interface and its serving central office. The most common form of
363 loop, a pair of wires, is also called a line.

364
365 “Local usage charge” means the charge that applies to a call defined
366 as a “local message”.

367
368 “Map” means a drawing showing a geographical area in which a local
369 exchange carrier furnishes telecommunications services.

370
371 “Message” means a completed customer call.

372
373 “Network” means the aggregate of transmission systems and
374 switching systems. It is an arrangement of channels, such as loops,
375 trunks, and associated switching facilities.

376
377 “Network interface” means the point of termination on the customer
378 premises at which the local exchange carrier’s responsibility for the
379 provision and maintenance of network channel or line service ends.
380 The network interface is part of the network and the order of
381 appearance of central office lines on it is determined solely by the
382 local exchange carrier

383
384 “Network service” means a telecommunications service that links two
385 or more discrete channels for the purpose of creating a point-to-point
386 connection.

387
388 “Noise to Ground (Ng)” means the noise measured between ground
389 and the tip and ring conductors. The customer does not hear the
390 noise to ground, but the amount of noise to ground affects the amount
391 of noise metallic which a customer hears.

392
393 “Noise Metallic (Nm)” means the noise measured across the tip and
394 ring of a circuit and is the noise that the customer hears.

395
396 “Operator number identification” means a service provided by an
397 intercept operator on calls that originate from a telecommunications
398 office that is not equipped for automatic identification of the called
399 number.

400
401 “Out of Service > 24 Hours” means that 24 hours after reporting an
402 out of service condition to the local exchange carrier, the customer
403 still:

- 404 (A) has no dial tone; or
405 (B) cannot be called; or
406 (C) cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user's calling or call receiving ability.

"Outside plant" means the telecommunications equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customer locations or between central offices.

"Party line service" is a service offering where two or more unaffiliated end user customers share the same line and telephone number.

"Premises" means the space occupied in a single local exchange area by a customer in a building or in adjoining buildings not separated by a public thoroughfare or in a public office building where the customer's office space is all contiguous.

"Public telephone service" means one-party access line service equipped with a coin collecting and/or calling-card only telephone instrument installed for the use of the general public in locations where the general public has access to these telephones.

"Repair" means the restoration of out of service conditions as well as correction of service affecting conditions.

"Repair office" means an office to handle customers' reported telephone facility problems. Customers may call to request trouble verification tests, initiate trouble reports and obtain information on the status of open trouble reports.

"Repeat trouble report" means any network trouble report filed within thirty (30) days after the closing of a previous network trouble report filed by the same customer for the same working line.

"Reporting entity" means a unit established by the local exchange carrier for the purpose of administering the customer service operations established by this Part.

"Telecommunications service" means any regulated communication service provided by local exchange carriers.

"Toll call" means a completed message between customers in different exchanges for which message toll rates are applicable.

"Traffic" means call volume based on number and duration of messages.

"Transmission" means the process of sending information from one point to another.

453
454 "Trouble report" means any customer complaint to the local exchange
455 carrier regarding the operation of the network affecting their service,
456 including both service-affecting conditions or out of service conditions.

457
458 "Trunk" means a transmission path between switching units, switching
459 centers, and/or toll centers.

460
461 "Vertical services" means optional telecommunication services
462 including, without limitation, Caller ID or Call Waiting, which a
463 customer may choose to have added to its basic access line.

464
465 "Working line" means an active access line or channel.

466
467 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

468
469 Section 730.110 Waiver

470
471 The Commission, on application of a company, customer, applicant, or user or on its
472 own motion, may grant a temporary or permanent waiver from this Part, or any
473 subsections contained in this Part, in individual cases where the Commission finds
474 that:

- 475
476 a) The provision from which the waiver is granted is not statutorily
477 mandated;
478
479 b) No party will be injured by the granting of the waiver; and
480
481 c) The rule from which the waiver is granted would, as applied to the
482 particular case, be unreasonable or unnecessarily burdensome.

483
484 (Source: Added at 24 Ill. Reg. 13861, effective September 1, 2000)

485 Section 730.115 Reporting

486
487 All reports required to be submitted to either the Staff or to the Illinois Commerce
488 Commission under this Part 730, ~~except Section 730.510(b)(3), shall be certified~~
489 ~~by an authorized agent of the reporting carrier and shall be filed with the Chief~~
490 ~~Clerk of the Commission in a form suitable for posting to the Commission's web~~
491 ~~page.~~ All such reports will be public records available for inspection, and
492 copying, and posting to the Commission's website.

493
494 Additionally, each telecommunications carrier shall provide to the Commission,
495 on a quarterly basis and in a form suitable for posting on the Commission's
496 website, a public report that includes monthly performance data for basic local
497 exchange service quality of service as required to be collected and reported
498 pursuant to this Part. The performance data shall be disaggregated for each

geographic area and each customer class of the State for which the telecommunications carrier internally monitored performance data as of a date 120 days preceding the effective date of this amendatory Act of the 92nd General Assembly. The report shall include, at a minimum, operator answer time, [Section 730.510\(a\)\(2\)](#); repair office answer time, [Section 730.510\(b\)\(2\)](#); business or customer service answer time, [Section 730.510\(b\)\(2\)](#); percent of service installations, [Section 730.540\(b\)\(1\)](#); percent of lines out of service for more than 24 hours, [Section 730.535\(b\)\(3\)](#); trouble reports per 100 access lines, [Section 730.545\(b\)](#); percent of repeat trouble reports, [Section 730.545\(e\)](#); percent of installation trouble reports, [Section 730.545\(g\)](#); missed repair appointments, [Section 730.545\(i\)](#); and missed installation appointments, [Section 730.540\(e\)](#).

Section 730.120 Penalties

[Any telecommunications carrier subject to the service quality rules provided in Part 730 shall be subject to the civil penalties of Section 13-305 of the Public Utilities Act, 220 ILCS 5/13-305, for failure to meet said service quality rules.](#) Upon complaint or its own motion and after notice and a hearing, the Commission may assess fines, penalties or impose other enforcement mechanisms against a carrier that fails to meet the requirements or standards established in this Part. In determining the appropriate fines, penalties or other enforcement mechanisms, the Commission shall consider at a minimum, the carrier's gross annual intrastate revenue; past performance; the frequency, duration, severity, and recurrence of the violation [or violations](#); and the relative harm caused to the affected customer or other users of the network. In imposing fines, the Commission shall take into account compensation or credits paid by the telecommunications carrier to its customers. In addition, carriers subject to alternative regulation may have fines, penalties and other enforcement mechanisms determined in a company specific docket and may incorporate fines, penalties or other enforcement mechanisms as part of an alternative regulation plan.

SUBPART B: RECORDS AND REPORTS

Section 730.200 Preservation of Records

All records required by this Part shall be preserved in accordance with provisions of 83 Ill. Adm. Code 705.

SUBPART C: ENGINEERING

Section 730.300 Construction

a) Each local exchange carrier shall place a minimum of 80% of all newly constructed outside cable plant facilities (measured in sheath miles) underground.

b) The telecommunications outside plant shall be designed, constructed, maintained, and operated in accordance with the provisions of 83 Ill. Adm. Code 305 and 83 Ill. Adm. Code 265.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.305 Maintenance of Plant and Equipment

Each local exchange carrier shall:

a) adopt a maintenance program for its equipment based on the minimum standards set forth in this Part, which program shall be updated regularly but not less than every two years unless an earlier update is requested by the Commission.

b) inspect every two years, in accordance with the National Electric Safety Code ("NESC") standards identified in 83 Ill. Adm. Code 305, its electrical grounding equipment owned by such carrier for each central office, including, without limitation, the component of such system commonly known as the master ground bar, to ascertain the integrity of the central office ground field, and maintain a copy of the test results in the office and available for inspection.

The inspection shall be performed annually if one of the following events occurs: an office conversion (replacement of the current switching equipment), a building addition to a central office, or renovations to the building facilities and grounds, such as water, sewer, gas, electric facilities or parking lot.

c) copy, on a monthly basis, its database for switching equipment applicable to each central office and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

d) copy, on a monthly basis, its digital access and cross-connect system (DACS) database for each central office, if technically feasible, and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

- 588
589 e) copy, on a monthly basis, its fiber optic terminal database for each
590 central office, if technically feasible, and store such copy off-site or
591 in a fireproof on-site storage for emergency restoration purposes
592 (such copying and storage to be performed in accordance with
593 current software backup procedures).

594 Section 730.310 Grade of Service

595
596 No local exchange carrier shall offer party line service.

597
598 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

599
600 Section 730.315 Interoffice Trunks (Repealed)

601
602 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

603
604 Section 730.320 Network Service

605
606 Local exchange carriers shall retain control of the network and not provide
607 service to lines that introduce energy into the network at levels or frequencies
608 that will interfere with other users.

609
610 Section 730.325 Emergency Operation

- 611
612 a) Each local exchange carrier shall make provisions to meet
613 emergencies resulting from failures of commercial or power service,
614 sudden and prolonged increases in traffic, illness of personnel, fire,
615 storm, or other natural disasters. Each local exchange carrier shall
616 inform employees as to procedures to be followed in the event of
617 emergency in order to prevent or minimize interruption or
618 impairment of telecommunications service.
- 619 b) Each existing central office will contain a reserve battery supply of 5
620 hours where emergency power generators are not installed and 3
621 hours where they are in place. Central office batteries shall be
622 maintained in accordance with Institute of Electrical and Electronic
623 Engineers ("IEEE") standards as adopted by this code in Section
624 730.340 herein, and records verifying such maintenance shall be
625 kept on site. New central offices or central offices being replaced
626 shall contain a reserve battery supply of 8 hours where emergency
627 power generators are not installed and 5 hours where they are in
628 place. In central offices without installed emergency power
629 generators, a mobile power unit shall be available that can be
630 delivered and connected within 5 hours.
- 631
632 c) In new central offices exceeding 3,000 working lines, a permanent
633 power generator shall be installed. For existing central offices

634 having over 3,000 lines, permanent power generators shall be
635 installed at the time of office replacement or battery replacement.

636
637 d) Emergency generator units shall have available at least a 12 hour
638 fuel supply.

639
640 e) Emergency generator units shall be tested under load once a
641 month. A record of the test results shall be maintained.

642
643 Section 730.330 Construction Work Near Utility Facilities
644

645 a) A local exchange carrier, upon receipt of written or verbal
646 notification of work that may affect its facilities, will be responsible
647 for investigating and deciding what action, if any, must be taken to
648 protect any underground service to the public in accordance with 83
649 Ill. Adm. Code 265.

650
651 b) The local exchange carrier shall have the responsibility to protect,
652 remove, alter, or reconstruct its facilities, provided that nothing in
653 this Section shall be deemed to affect any right which the local
654 exchange carrier may have to require advance payment or
655 adequate assurance of payment of the cost thereof to the local
656 exchange carrier by the property owner or contractor.

657
658 c) The local exchange carrier may, in order to protect its interest,
659 require that the owner or contractor perform certain work (such as
660 providing ducts, conduit space, or working space) upon that part of
661 the service piping or wiring on, or being removed from, the property
662 on which the work is being performed. This Section is not intended
663 to affect the responsibility of the contractor or owner, or the liability
664 or legal rights of any party.

665
666 d) Coordination of all construction and maintenance work between
667 local exchange carriers and other public utilities shall be in
668 accordance with 83 Ill. Adm. Code 265.

669
670 Section 730.335 Network Interface
671

672 a) Telecommunications carriers shall have in place, no later than
673 December 31, 2002, external combination protector/demarcation
674 interfaces for all one- and two-line customers in single tenant
675 residence and commercial buildings.

676
677 b) The network interface for a residential customer shall be located on a
678 structure owned, rented, or leased by the customer, in which the
679 customer resides.

- 680
- 681 c) The network interface for business customers shall be located
- 682 outside structures owned, rented, or leased by the customer, in which
- 683 the customer is conducting business. The demarcation point shall be
- 684 located at the minimum point of penetration of the network cable to
- 685 the building, normally within 25 feet. Deviation from this location must
- 686 be mutually agreeable to the building owner and the
- 687 telecommunications provider.
- 688
- 689 d) Network interfaces shall not be located on fence posts, utility poles, or
- 690 cable pedestals.
- 691
- 692 e) Network interfaces for temporary services or serving trailers, boats, or
- 693 customer-owned pay telephones shall be located on structures
- 694 provided by the customer or on a utility pole.
- 695

696 Section 730.340 Incorporation of National Codes and Standards

697

- 698 a) The Commission adopts as its rules the following portions of the
- 699 NESC:
- 700
- 701 1) Section 2 (Definitions of Special Terms).
- 702
- 703 2) Section 9 (Grounding Methods of Electric Supply and
- 704 Communications Facilities).
- 705
- 706 b) The Commission adopts as its rules the following publications of the
- 707 IEEE:
- 708
- 709 1) IEEE Std 1188-1996 Recommended Practice for
- 710 Maintenance, Testing, and Replacement of Valve-Regulated
- 711 Lead-Acid (VRLA) Batteries for Stationary Applications.
- 712
- 713 2) IEEE Std 450-1995 Recommended Practice for
- 714 Maintenance, Testing and Replacement of Lead Acid
- 715 Batteries for Stationary Applications.
- 716
- 717 c) This incorporation does not include any later amendments or
- 718 editions.

719 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

720

721 SUBPART D: CALL DATA, INSPECTIONS, AND TESTS

722

723 Section 730.400 Provisions for Testing

724

Each local exchange carrier shall provide, or have access to, test facilities which will enable it to determine the operating and transmission capabilities of channel and switching equipment, either for routine maintenance or for fault location.

Section 730.405 Call Data Records

Recording devices, when used in connection with telecommunications service to collect call data from which the customer's bills are prepared, shall show:

- a) Called customer's telephone number;
- b) Calling customer's telephone number;
- c) Date;
- d) Time of day; and
- e) Duration of message.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.410 Call Data Reading Interval

Call data shall be read at intervals to correspond to the customer billing period.

Section 730.415 Call Data Recording Equipment and Test Facilities

- a) Where local exchange billing is based on the number and/or duration of messages, each local exchange carrier shall provide the facilities and equipment for testing recording equipment.
- b) Any local exchange carrier may be exempted from the requirement by petitioning for a waiver from the Commission (see 83 Ill. Adm. Code 200). The Commission shall grant the waiver if the local exchange carrier has made arrangements to have its recording equipment tested by another local exchange carrier or by an organization engaged in the testing of metering equipment.

Section 730.420 Call Data Recording Equipment Requirements

All recording devices used to record data and prepare customers' bills shall be read and interpreted and shall not involve approximations.

Section 730.425 Initial Test

770 Either the manufacturer, the local exchange carrier, or an organization equipped
771 for such testing shall test each recording device for accuracy when the device is
772 released for service.

773
774 Section 730.430 As-Found Tests

775
776 All call data recording devices tested in accordance with this Part for either routine
777 maintenance or a complaint shall be tested in their normal operating location and
778 wiring mode.

779
780 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

781
782 Section 730.435 Routine Tests

783
784 Each local exchange carrier shall have written procedures for the periodic testing
785 and maintenance of recording systems to assure the integrity of its operation.

786
787 Section 730.440 Request Tests

788
789 Upon request of any customer, the local exchange carrier shall make a test of
790 any call data recording device related to billing, provided such a request is not
791 made more frequently than once every 6 months.

792
793 Section 730.445 Referee Tests

794
795 Any customer, by written request to the Telecommunications Division of the
796 Commission, may have a test of any recording device related to its billing,
797 conducted by the local exchange carrier in the presence of a representative of the
798 Commission, provided such request is not made more frequently than once every 6
799 months.

800
801 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

802
803 Section 730.450 Test Records

804
805 A record shall be made of all recording equipment tests and adjustments with
806 supporting data to allow checking of the results. Such record shall include
807 recording system identification, type, date and kind of test, and the results of
808 each test.

809
810 SUBPART E: STANDARDS OF QUALITY OF SERVICE

811
812 Section 730.500 Adequacy of Service

- 813
814 a) Traffic studies shall be made and records maintained to the extent
815 and frequency necessary to determine that sufficient equipment

and an adequate operating force are provided to meet the minimum standards of service set forth in Sections 730.520 and 730.525.

- b) Each local exchange carrier shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up to date and checked every six months to determine if adjustments are necessary to maintain proper balance in all trunk and equipment groups.
- c) Local service furnished by pair gain devices at a given exchange shall provide service equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.
- d) Local exchange carrier employees shall be instructed to comply with the provisions of all applicable Federal and state laws in maintaining secrecy of communications (see 47 U.S.C. Sec. 605 and Ill. Rev. Stat. 1989, ch. 38, pars. 14-1 to 14-9).

Section 730.505 Operator Handled Calls

When an operator is notified by a customer that he has reached a wrong number, has been cut off, or has experienced poor transmission, the operator shall arrange for credit, except in cases where fraudulent activity is demonstrable.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.510 Answering Time

a) Operator offices

1) Operator offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed ten (10) seconds for the following types of calls: (i) toll and assistance; and (ii) information.

2) Whenever the average answer time, calculated on a monthly basis, exceeds ten (10) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) business days after the end of the month in which the violation occurred.

b) Business and Repair Offices

1) Business offices (during normal business hours) and Repair offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed sixty (60) seconds. In the case where a menu driven, automated, or interactive system is utilized to answer any such call, such system shall provide within the first menu of options, the option of transferring to a live attendant.

2) Whenever the average answer time, calculated on a monthly basis, exceeds sixty (60) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) business days after the end of the month in which the violation occurred.

3) Local exchange carriers shall maintain records of answer time performance at their business offices and repair offices. At a minimum, these records shall contain the following information collected on a monthly basis:

- A) Total number of calls received;
- B) Total number of calls answered;
- C) Average answer time; and
- D) Total number and percentage of abandoned calls.

On or before March 1 of each year, each local exchange carrier shall file, with the Chief Clerk of the Commission, an annual report containing the above information for its business and repair office(s) (separately when it maintains separate business and repair offices) for each month of the preceding calendar year. This information shall also be made available to the Commission when requested.

c) For purposes of this Section, "average answer time" shall be calculated by dividing the total number of call waiting seconds by the total number of reported monthly calls answered.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.515 Central Office Administrative Requirements

a) Central office capacity and equipment shall be sufficient to provide a dial tone within three seconds on ninety-five (95%) percent of all calls placed during the busy hour of any given day. Whenever the dial tone

rate falls below ninety-five (95%) percent, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) business days after the end of the month in which the violation occurred.

b) For purposes of subsection (a) above, the percent of calls that obtained dial tone within three seconds shall be derived by dividing the total number of customer dialing attempts during the busy hour that obtained dial tone within three seconds by the total number of customer attempts to obtain dial tone during the busy hour.

c) Each central office shall be equipped with alarms to indicate failures or improper functions.

d) Either operator or mechanized intercept service shall be provided for nonworking or changed terminating numbers until the numbers are assigned or reassigned.

e) All remote switching units are to be equipped to continue to perform basic internal switching functions if a base unit connection is interrupted.

f) Whenever a local exchange carrier fails to meet the monthly objectives contained in this section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons for such failure, within fifteen (15) business days after the end of the respective month.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.520 Interoffice Trunks

a) Local interoffice trunks and intraoffice trunks, interoffice toll trunks, and the intertoll trunk and any related switching components shall be engineered so that (i) at least ninety-eight (98%) percent of calls shall not encounter an All Trunks Busy ("ATB") condition and (ii) at least ninety-eight (98%) percent of properly dialed incoming interMSA calls, during the busy hour, shall receive ringing signal, station busy tone, or intercept (other than ATB) on the first attempt. When the completion rate falls below ninety-eight (98%) percent for three consecutive months, corrective action shall be initiated and such action reported to the Commission.

b) For purposes of subsection (a) above, the information required to be reported shall be calculated by capturing total call attempts (local, toll, DDD, or inter/intraoffice) and calls that do not encounter an ATB condition that are going through trunk groups controlled by the

reporting entity during the busy hour. Calls that do not encounter an ATB condition should be divided by Total Trunk Attempts to derive the percent of calls completed without encountering an ATB. The calculation should be performed for each base unit and all remotes that home on each base. Measurements for all of the base and remote units should be added to provide a statewide basis.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.525 Transmission Requirements

Local exchange carriers shall furnish and maintain plant, equipment, and facilities to meet the following minimum transmission standards. The transmission standards set forth in this Section are based upon measurements from the network interface at the customer premises through the local loop to a nominal 48-volt central office and measured at a frequency of 1004 hertz.

- a) Local line analog loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by deployment of loop range extenders.
- b) All analog loops are to be maintained to a minimum of 40,000 ohms insulation resistance.
- c) Transmission loss of analog local loop shall be engineered not to exceed 8.5 dB when measured in accordance with subsection (a). The local loop transmission loss shall be adjusted to 8.5 dB or less if it exceeds 8.5 dB.
- d) Transmission loss in analog interoffice trunks shall be engineered not to exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- e) Transmission loss on analog toll terminating trunks shall be engineered not to exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- f) Transmission loss on all digital interoffice trunks shall be engineered and maintained not to exceed 6 dB.
- g) Loop current shall be maintained at 20 milliamperes or greater.
- h) Power influence (Noise to Ground) shall not exceed 90 dBnc.

1000 i) Circuit noise (Noise Metallic) shall not exceed 30 dBrnc.

1001

1002 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

1003

1004 Section 730.530 Coin Telephone Service (Repealed)

1005

1006 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

1007

1008 Section 730.535 Interruptions of Service

1009

1010 a) On a monthly basis, **each** local exchange carrier shall clear **95% of**
1011 **all out-of-service troubles up to the customer network interface within**
1012 **twenty four (24) hours after** such troubles are reported **by the**
1013 **customer.**

1014

1015 b) For purposes of maintaining records or reporting information relating
1016 to the requirement set forth in subsection (a) above, the information
1017 required to be so maintained or reported shall be calculated as
1018 follows:

1019

1020 1) Each occurrence shall be measured from the “create date and
1021 time” to the “cleared date and time.”

1022

1023 2) The **requirement** set forth in subsection (a) above shall be
1024 calculated as follows:

1025

1026 (a) - (c+d+e) = (o) or the “Adjusted Number of Out of Service
1027 Conditions Not Repaired Within 24
1028 Hours”

1029

1030 (b) - (c+d+e) = (p) or the “Adjusted Number of Out of Service
1031 Calls”

1032

1033 **Calculation A** (Official Calculation Methodology)

1034
$$\frac{(o) - (f+g+h+i)}{(p)} \text{ times } 100 = x$$

1035

1036 **Calculation B** (Reported to Staff Upon Request)

1037
$$\frac{(o) - (f+g+h+i)}{(p) - (h)} \text{ times } 100 = x$$

1038

1039 (100 - x) = Percent Out of Service < 24 Hours

1040

1041 Variables used in the above formulas are defined as follows:

1042

1043

1044

a = Total Number of Out of Service Conditions Not Repaired Within 24 Hours
b = Total Number of "Out of Service" Calls Received by the Company
c = *Subsequent Reports for the same Out of Service condition*
d = Condition Caused by Payphone equipment
e = Condition Caused by Customer Premises Equipment (CPE) or *inside wire*
f = Exclusion Due to No Access to the Property (when access is required)
g = *Exclusion Due to Customer Requested Later Appointment*
h = Exclusion Due to Emergency Situations
i = Exclusion Due to Negligent or Willful Act on Part of Customer
o = Adjusted Number of Out of Service Conditions not Repaired Within 24 Hours
p = Adjusted Number of Out of Service Calls Received by the Company

3) Whenever a local exchange carrier fails to meet the monthly *requirements* contained in this Section, it shall file a monthly report relating to the failed *requirement* to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for such failure, within fifteen (15) business days after the end of each month in which such failure occurred.

4) The information to be reported pursuant to this Section shall include out of service troubles occurring on holidays or weekends.

c) If a carrier knows entry to the dwelling is required in order to clear an out of service trouble report, the local exchange carrier shall provide reasonable notice to the affected customer of such premise visit and shall schedule *an appointment* to perform any such visit on a mutually agreed date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon *or evening* shift). When the repair appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall notify the customer of the delay and the reason for such delay 24 hours prior to its inability to keep the appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service. The 24 hour notice period shall be construed to mean 24 hour notice by the end of each 4 hour window the day before the

scheduled appointment. Customer-caused delays or customer-missed appointments, may be exempted.

d) Required toll-free numbers

1) Each local exchange carrier shall provide to its customers the telephone number to call for repair service. Calls to repair service shall be available without charge. When trouble is apparently located in a connecting company, this trouble report shall be immediately referred to the connecting company.

2) Each local exchange carrier shall provide its business office telephone number to its customers. Calls to the business office shall be available without charge.

e) Repair service shall be available at all times for reporting service out of order. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear out of service trouble at all hours for customers who express an emergency need for service as long as clearing such trouble is consistent with the personal safety of local exchange carrier personnel. For purposes of this subsection (e) only, an emergency need for service shall mean that without service there exists an immediate threat to life, limb, or property.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.540 Installation Requests

a) Each local exchange carrier shall complete ninety (90%) percent of its "basic local exchange service installations" within five (5) business days after the customer requests installation or by such later date as requested by applicant , as subject to the exclusions set forth in subsection 730.540(f) below.

This Section 730.540(a) does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.

A telecommunications carrier offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning of the line or lines, by the carrier whose network or network elements are being utilized, is complete.

- b) Each local exchange carrier shall maintain records and submit reports with respect to this Section as follows:
- 1) Whenever a local exchange carrier fails to meet the monthly requirements contained in this Section, it shall file a monthly report identifying the installation performance relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunications Division, as well as a statement of the reasons for such failure, within fifteen (15) days after the end of the month in which said failure occurred.
- c) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a) above, the information required to be so maintained or reported shall be calculated by measuring customer applications or requests for basic local exchange service installation from the date the customer makes such application or request to the date the installation order is signed off by the carrier as completed.
- d) If a local exchange carrier knows a premise visit (which includes entry into a dwelling) is required in connection with any basic local exchange service installation, the local exchange carrier shall advise the affected customer of such premise visit and shall schedule an appointment to perform any such visit at a mutually agreed upon date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon or evening shift). When the installation appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall notify the customer of the delay and the reason for such delay 24 hours prior to its inability to keep the appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service. The 24 hour notice period shall be construed to mean 24 hour notice by the end of each 4 hour window the day before the scheduled appointment. Customer-caused delays or customer-missed appointments, may be exempted.

e) Each local exchange carrier shall maintain a record of installation requests as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken , and the date and time of installations or other disposition.

f) An installation that is not performed within the five (5) business days referred to in subsection (a) and (d) above will not be considered a violation of such subsection (a) and (d) for the period of delay if the installation is delayed due to the following:

- 1) as a result of a negligent or willful act on the part of the customer;
- 2) as result of a malfunction of customer-owned telephone equipment or inside wire;
- 3) as a result of, or is extended by, an emergency situation;
- 4) as a result of the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
- 5) as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
- 6) as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- 7) as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to carrier's obligation for reasonable facilities planning.

Notwithstanding anything above to the contrary, in those situations where an installation cannot be completed at all as a result of the occurrence of any of the causes identified in clauses (1) through (7) above, the failure to complete such installation shall not be deemed to be a violation of subsection (a) above.

Section 730.545 Trouble Reports

a) Each local exchange carrier shall maintain basic local exchange service so that the average rate of all customer network trouble reports is no greater than 6 reports per 100 access lines per month.

b) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a) above, the information

required to be so maintained or reported shall be calculated by dividing the number of customer initiated network trouble reports in any given month by the total number of access lines in service that are cleared to network dispositions, not customer premises equipment ("CPE"), inside wire, or emergency situations. The rate shall be reported on a per 100 access line basis.

c) The local exchange carrier shall maintain service so that the percentage of repeat trouble reports for a month does not exceed twenty (20%) percent of the total customer trouble reports.

d) For purposes of maintaining records or reporting information relating to the objective in subsection (c) above, the information required to be so maintained or reported shall be calculated by dividing the total number of repeat trouble reports by the total number of customer trouble reports, in said month, and shall exclude troubles related to CPE, inside wire, or emergency situations.

e) Each local exchange carrier shall maintain a record of repeat trouble reports **as reported** by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the repeat trouble report, the action taken , and the date and time of trouble clearance or other disposition.

f) The local exchange carrier shall maintain service so that the percentage of installation trouble reports for a month does not exceed twenty (20%) percent of the total installations.

g) Each local exchange carrier shall maintain a record of installation trouble reports as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken , and the date and time of installation trouble clearance or other disposition.

h) Each local exchange carrier shall keep scheduled repair appointments when a customer premises visit requires a customer to be present. If the local exchange carrier is unable to keep a scheduled repair appointment, it shall provide 24-hour notice of its inability to keep the repair appointment. The 24-hour notice period shall be construed to mean notice by noon the day before the scheduled appointment.

i) Each local exchange carrier shall maintain a record of repair appointments as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time,

date and nature of the report, the action taken , and the date and time of repair appointments.

Section 730.550 Network Outages and Notification

a) Each local exchange carrier shall inform the Commission verbally of any service interruption exceeding ten (10) minutes duration caused by a complete or partial central office failure or complete or partial isolation of an exchange due to toll circuit failure. The notification shall be made via telephone call to (217)558-6166 and shall consist of the following information:

- 1) Affected Area Code/Prefix
- 2) Exchange Name
- 3) Company Name
- 4) Cause of Interruption
- 5) Outage date and time
- 6) Restoral date and time
- 7) Effect on 9-1-1 Service
- 8) Name and number of person reporting the service interruption.

A follow-up written report shall be filed within thirty (30) days, either via U.S. Postal Service, facsimile or e-mail.

Minor outages shall be reported within 24 hours or during the next normal business day. Minor outages consist of loss of local or toll service affecting more than 10% but less than 50% of the customers in the affected exchange for a period of time not to exceed 12 hours.

Major outages shall be reported immediately via telephone call to (217) 558-6166. Major outages consist of complete loss of local or toll service affecting equal to or more than 50% of the customers in the affected exchange or when any outage is expected to exceed 12 hours.

All outages affecting 9-1-1 services shall be reported in accordance with 83 Ill. Adm. Code Part 725, Standards Applicable to 9-1-1 Emergency Systems.

b) Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. The local exchange carrier shall use reasonable efforts to

1318 notify in advance public service customers (e.g. 9-1-1 entities,
1319 police, fire, hospitals) it reasonably believes may be most seriously
1320 affected by such interruption. Any customer credits adjustments for
1321 interrupted service shall be made pursuant to 83 Ill. Adm. Code
1322 ~~735.70(e)~~ Part 732.

1323
1324 (Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

1325 1326 SUBPART F: SAFETY

1327 1328 Section 730.600 Safety Program

1329
1330 Each local exchange carrier shall adopt and implement a safety program, fitted to
1331 the size and type of its operations. At a minimum, the safety program shall:

- 1332
- 1333 a) Require employees to use suitable tools and equipment in order
1334 that they may perform their work in a safe manner;
 - 1335
 - 1336 b) Instruct employees in safe methods of performing their work; and
 - 1337
 - 1338 c) Instruct employees who, in the course of their work, are subject to
1339 the hazards of electric shock, asphyxiation, or drowning, in
1340 accepted methods of cardiopulmonary resuscitation.

1341 1342 Section 730.605 Accident Reports (Repealed)

1343
1344 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

1345 1346 SUBPART G: BOUNDARIES

1347 1348 Section 730.700 Map Requirements

1349
1350 Each local exchange carrier shall have on file with the Commission an exchange
1351 area boundary map for each of its exchanges within the State of Illinois.

1352 1353 Section 730.705 Map Specifications

- 1354
- 1355 a) A local exchange carrier boundary map filed after the effective date of
1356 this Part shall be in accordance with a certificate of service authority.
1357 Any exchange boundary map revision which changes the boundary of
1358 the exchange shall be by petition (see 83 Ill. Adm. Code 200). A new
1359 certificate of service authority will be issued for any exchange in which
1360 area is to be added or withdrawn.
 - 1361
 - 1362 b) Each map shall clearly show the boundary lines of the area which the
1363 local exchange carrier holds itself out to serve in connection with the

exchange. Exchange boundary lines shall be located by appropriate measurement to an identifiable location if that portion of the boundary line is not otherwise located on section lines, waterways, railroads, or roads.

- c) The name of the local exchange carrier filing the map shall be placed at the left side of the top of the map, and the name of the exchange followed by the words "(Name of carrier) Exchange Area Boundary Map" shall be placed at the right side of the top of the map. The first filing of a map shall be designated by the word "Original" placed just below the words "(Name of carrier) Exchange Area Boundary Map". If the map is subsequently refiled, the words "First Revision" shall be substituted for the word "Original," and on each subsequent refiling the next higher number shall be substituted for the number preceding the word "Revision" on the last map filed. The docket number and the date of the order granting a Certificate of Service Authority shall also appear at the right side near the top of the map.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.710 Application for Certificate

Each application for a Certificate of Service Authority shall be accompanied by the appropriate exchange area boundary map(s) as exhibit(s) attached to the petition. Each local exchange carrier filing for a certificate covering an original or revised exchange area shall submit a verified statement that the original or revised boundary lines have been agreed to by any other local exchange carrier adjoining the boundary line to be established or changed.

Section 730.715 Service Outside Exchange Boundaries

- a) No telecommunications service will be established outside the exchange boundary of the exchange that normally would provide service except on an emergency temporary basis or after receiving a Certificate of Service Authority.
- b) In cases where local exchange telecommunications service is provided outside the exchange boundary of the normal serving exchange without authorization of the Commission (other than foreign exchange service) and the location of the service is in the exchange of another local exchange carrier certificated by the Commission, the service shall be discontinued as soon as facilities are made available from the exchange in which the service is located. The customer whose service is affected by this Section shall be given at least 90 days notice prior to the time service can be provided from the proper telephone exchange.

1410

1411 Section 730.720 Map Maintenance

1412

1413 Each local exchange carrier shall maintain and make available for public
1414 inspection a map of each exchange served.

1415

1416 Section 730.725 District Boundaries (Repealed)

1417

1418 (Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

1419

1420

1421